



**Department of Health
Bureau of Eligibility Services**

Memorandum

August 4, 2005

TO: BES Managers Sara Hudgins
BES Supervisors

FROM: Gayle M. Six
Medicaid Program Specialist

SUBJECT: Reimbursement to Ronald McDonald House for Overnight Medical Stays

Effective on September 1, 2005, we are requiring a new process for reimbursement of medical travel involving overnight stays at a Ronald McDonald House.

We have had an increased problem with clients not paying the Ronald McDonald House for an approved medical overnight stay even after workers have reimbursed them for the costs. Therefore, Michael Deily has directed us to pay the Ronald McDonald Houses directly, via a 707 Voucher, when the client presents a claim for reimbursement on any unpaid bill to RMH. Workers must find out if the client has paid the Ronald McDonald House for the overnight stay or if the bill is still unpaid.

Workers are not to reimburse the client if the stay at Ronald McDonald House has not been paid for the allowed night or nights.

I have attached specific instructions for completing a BES 707 - Miscellaneous Service Voucher. Workers must follow these instructions and send the completed voucher directly to the Ronald McDonald House. The Ronald McDonald House will then send the voucher to the State BES office for payment of the client's overnight stay.

The reimbursement for Ronald McDonald House **must be covered first** before reimbursing the client for overnight food costs. Workers may then reimburse the client for actual food, if the stay at Ronald McDonald House does not use up the entire \$50 per day allowance for overnight stays. The maximum allowance for food can go up to \$25 of the \$50 total allowance.

SUMMARY

1. Workers complete and send a BES 707 directly to Ronald McDonald House for a medical overnight stay when the client has not paid the bill to RMH. DWS staff must call or email Jacky Stokes at the State BES Office to ask for a BES 707 voucher to complete. Her phone number is (801) 538-6418.

2. Workers will first cover the cost at RMH before reimbursing any actual food costs to the client. The total reimbursement for both RMH and any food costs cannot exceed \$50 per night (plus \$50 for an attendant if applicable). Reimbursement for food costs cannot exceed \$25 of the total \$50 per night for the client and \$25 for the attendant.
3. Workers **will not** encourage or suggest to clients that they not pay RMH. We would prefer clients pay RMH up front; workers will use the 707 process **ONLY** when the client asks for reimbursement for an **unpaid** bill to RMH.
4. This voucher process is only for use with the Ronald McDonald houses.

CONCLUSION

This procedure is effective for reimbursements to be paid on and after September 19 2005. Please go over this information with your staff immediately, provide staff with a copy of this procedure for their use, and let them know where they can get the BES 707 vouchers.

We will soon have a link on the InfoSource main policy page to this procedure. As soon as possible, we will add a link within the policy section on medical transportation to this procedure.

Please let me know if you have any questions, or problems implementing this process.

cc: Robert Knudsen
Jacky Stokes
BES Policy Team
BES Lead Workers

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DWS HelpDesk Team